



Dispatch to Response Time, Priority Code Delta Emergency Medical Services



KPI Owner: Mike Tully

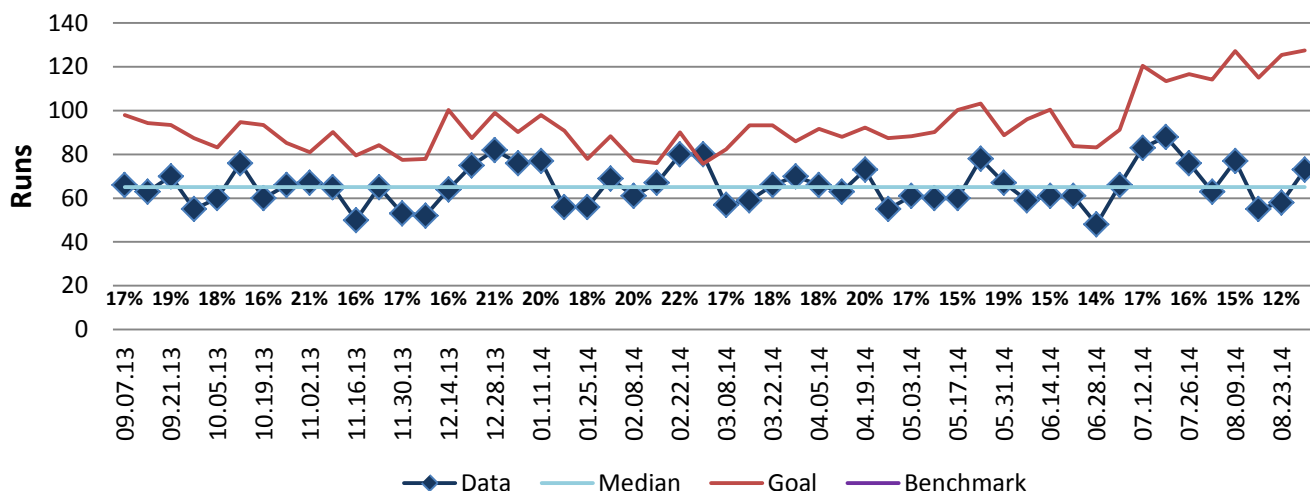
Process: Emergency Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary			
Baseline: TBD Goal: 75% of time less than 90 seconds Benchmark: TBD		Data Source: CAD Goal Source: LMEMS Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Count of times from receiving dispatch to response for priority code Delta incidents that exceed 90 seconds Why Measure: To understand system capability & customer expectations Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process.			
How Are We Doing?						
03.02.14-08.30.14 12 Month Goal	03.02.14-08.30.14 12 Month Actual		08.24.14-08.30.14 Goal	08.24.14-08.30.14 Actual		
2,600	1,703		128	73		
Runs	Runs		Runs	Runs		

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Good



Root cause analysis is not necessary because there is no gap between the goal and current performance.